



WSSC WATER
DELIVERING THE ESSENTIAL

Virtual Open House

Crystal Knight-Lee, Customer Service Director

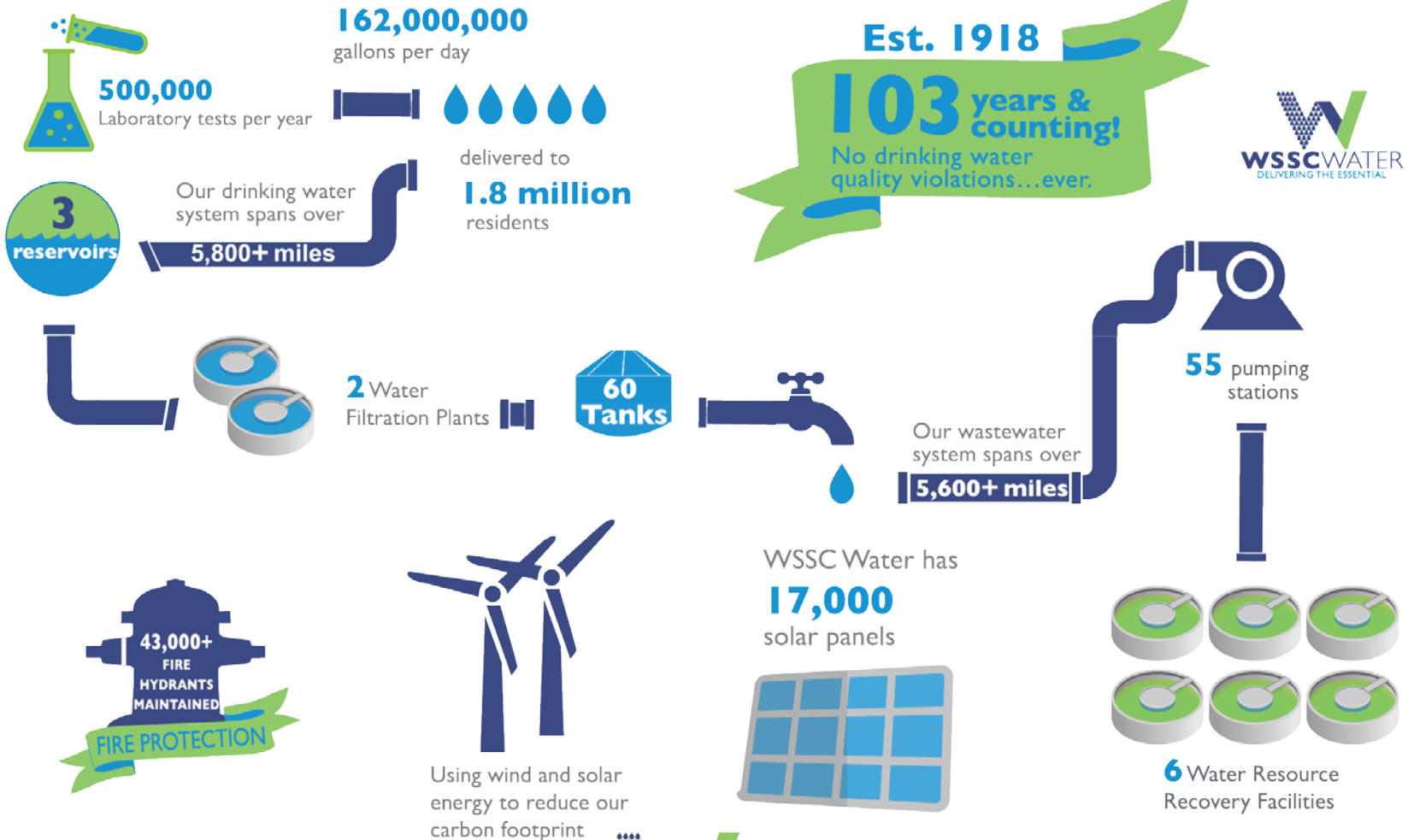
June 22, 2021

Agenda

- WSSC Water Overview
- Understanding Your WSSC Water Bill
 - Payment Options
 - Higher Than Normal Bill
 - Water Conservation Tips
- Financial Assistance Programs
- Meet Your Customer Advocate
- Q&A



WSSC Water Overview



Bill Overview

- WSSC Water customers receive quarterly bills
- We've made our bills easy to read and simpler to understand

BREAKING DOWN YOUR WATER & SEWER BILL

We created a user-friendly format that highlights and summarizes all the important bill elements.

Customers will have a new 10-digit account number *"If you use automatic bill pay - you will need to update your account number with your bank."*

We know that it is important to be transparent about fees.

What Do I Owe And When Do I Pay?

PROVIDED BALANCE	\$0.00
CURRENT CHARGES	\$313.45
TOTAL DUE	\$313.45

How Much Water Do I Use?

Period	Average gallons used per day
09/01/18 - 09/07/18	183
09/08/18 - 09/14/18	206
09/15/18 - 09/21/18	141
09/22/18 - 09/28/18	212

20,000 Total gallons used this month
20,000 Gallons = 84 Days = 242 Average Daily Gallons

Need Assistance

For questions about billing, account maintenance or payments, call Customer Service, 7:30 a.m. to 7:00 p.m., Monday - Friday at 301-206-4001. For emergency service 24 hours daily, call 301-206-4002.

My Water Quality

Your latest Water Quality Report is now available! Please visit it at www.wsscwater.com/qr to learn about the source and quality of your drinking water. Additionally, WSSC Water has not at one better than drinking water quality standards. To receive a paper copy please call 301-206-6100.

How Do I Pay?

Pay your bill using one of the options below. Visit www.wsscwater.com/paymybill for more information. To let us know how we are doing and if you need further assistance, email customerservice@wsscwater.com or call 301-206-4001.

My Billing Details

PROVIDED BALANCE	\$0.00
Last Statement Balance	-\$104.30
Payments Received by 01/29/18	-\$104.30
WATER CHARGES - July 2018 Rates	\$116.00
20,000 gallons x \$5.82 per 1,000 gallons	\$116.00
SEWER CHARGES - July 2018 Rates	\$152.57
19,000 gallons x \$8.03 per 1,000 gallons	\$152.57
FEES AND OTHER CHARGES	\$44.88
State of Maryland Day, Installation Fee	\$10.44
Account Maintenance Fee	\$19.48
Infrastructure Investment Fee	\$14.96
TOTAL DUE	\$313.45
Total Due after 2/22/2019 (including late fees)	\$326.12

My Meter Reading Details

Water and Sewer Usage: 20,000 gallons	
SUB METER: S-67875848	
Current	154,000 Act: 01/29/18
Previous	155,000 Act: 10/19/18
Usage	1,000 gallons
Credit	1,000 gallons
METER ID: S-67875848	
Current	747,000 Act: 01/29/18
Previous	723,000 Act: 10/19/18
Usage	20,000 gallons

Additional Billing Information is Online

For billing information, including our rate structure fees and ways to pay, visit www.wsscwater.com/paymybill.

We are providing additional space to communicate important information to you about your water and sewer service.

We highlighted and streamlined your meter reading details to provide another way to check your usage.

Did You Know?

We highlighted and moved the billing total right up front.

Contact WSSC Water

WSSC Water
14501 Switzer Lane
Lanese, Maryland 20717-5602

Phone: 301-206-4001
TTY: 301-206-2345
Emergency: 301-206-4002
Website: www.wsscwater.com

Emergency Service and the Interactive Voice Response System are available 24 hours a day.

Bill Period

Account Number: 14510055734000000003241200031245

Bill Date: 07/20/18
Bill Period: 07/01/18 - 07/31/18
Bill Date: 07/20/18

How Do I Pay?

Pay your bill using one of the options below. Visit www.wsscwater.com/paymybill for more information. To let us know how we are doing and if you need further assistance, email customerservice@wsscwater.com or call 301-206-4001.

WSSC WATER
DELIVERING THE ESSENTIAL

Check out our bill calculator at: www.wsscwater.com/calculator
301-206-WSSC

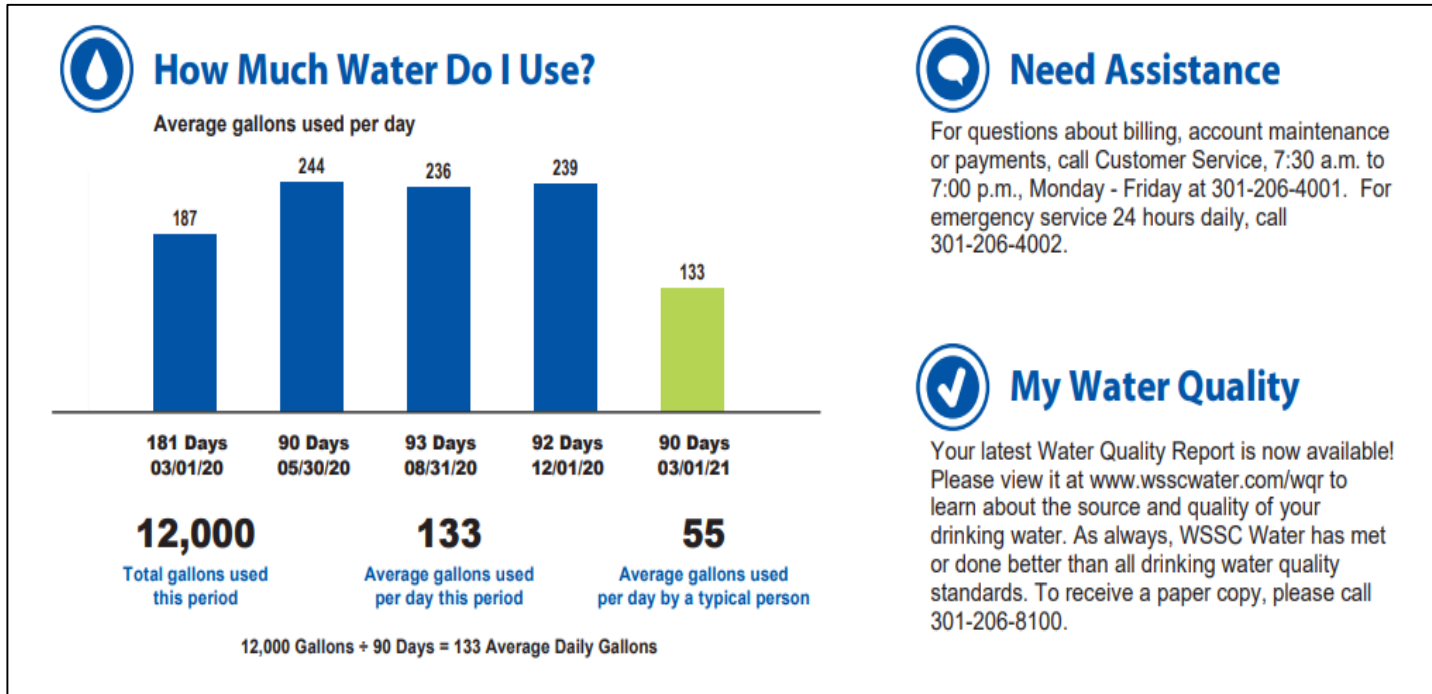
Average Residential Customer Bill

The screenshot shows the top portion of a water and sewer bill. On the left is the WSSC Water logo with the tagline 'DELIVERING THE ESSENTIAL' and the text 'Water and Sewer Bill'. On the right, it displays 'Page 1 of 2', 'Account Number', 'Bill Date 03/04/21', and 'Bill Period 12/01/20-03/01/21 90 Days'. Below this is a light blue box titled 'What Do I Owe And When Do I Pay?' with a dollar sign icon. It includes a note: 'Please see reverse for important COVID-19 information.' The payment summary is as follows:

PRIOR BALANCE - \$0.27	+	CURRENT CHARGES \$199.67	=	TOTAL DUE \$199.40 Due 04/05/21
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- Important account, and payment information shown at top
- Meters in our service area are generally read every 90 days
- 99.7% of bills generate on time
- 95% generate with an actual read


Average Residential Customer Bill



- This customer used **12,000** this period and **133** gallons on average per day
- The customer experienced an estimated bill which lengthened the billing period last **March 2020**
- Other reading cycles were **90** days on average

Average Residential Customer Bill

Page 2 of 2




Contact WSSC Water

WSSC Water
14501 Sweitzer Lane
Laurel, Maryland 20707-5902


Phone 301-206-4001
TTY 301-206-8345
Emergency 301-206-4002
Online wsscwater.com

Emergency Service and the Interactive Voice Response System are available 24 hours a day.



Did You Know?

Water and Sewer Rates Effective July 1, 2020



My Billing Details

PRIOR BALANCE	- \$0.27
Last Statement Balance	\$359.73
Payment(s) Received by 03/04/21	- \$360.00
WATER CHARGES - July 2020 Rates	\$67.45
7,290 gallons x \$5.35 per 1,000 gallons	\$39.00
4,710 gallons x \$6.04 per 1,000 gallons	\$28.45
SEWER CHARGES - July 2020 Rates	\$90.81
7,290 gallons x \$7.25 per 1,000 gallons	\$52.85
4,710 gallons x \$8.06 per 1,000 gallons	\$37.96
FEES AND OTHER CHARGES	\$41.41
State of Maryland Bay Restoration Fee	\$14.78
Account Maintenance Fee	\$15.78
Infrastructure Investment Fee	\$10.85
TOTAL DUE	\$199.40

- Water and Sewer Charges are identified with the rate per 1,000 gallons of water
- Fees and Other Charges are also identified
- The *Did You Know?* section highlights key information on the bill

James (Typical Water Consumption)

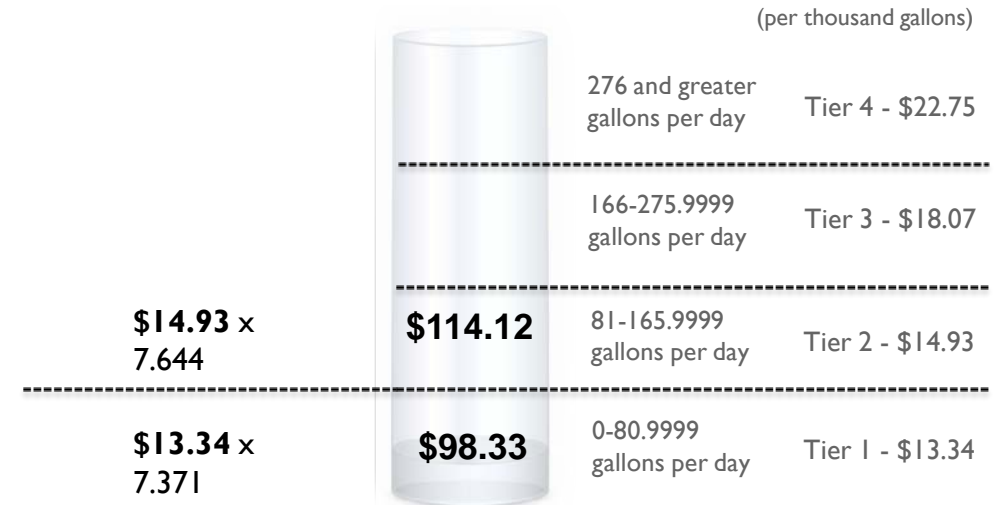


Quarterly Usage (91 days)

15,000 gallons per quarter
165 gallons per day

- Average customer utilizes 55 gallons per day; 165 gallons per day for typical family of three
- On average, a household family of three uses about 15,000 gallons of water per quarterly billing cycle
- In this example, the customer used 7k+ gallons in the first tier and 7k+ gallons in tier 2

Rates as of July 1, 2021



Consumption:	\$ 212.45
Fees:	\$ 43.00
Total Charges	\$ 255.45

Overview of Fixed Fees

- WSSC Water’s rates produce only enough revenue to support services and operations
- Our rate structure consists of both variable and fixed fees that reflect the cost of providing services to different customers based on their usage characteristics

Fees and Charges Per Quarter			
Rate	Description	Meter Size/Fee	
Account Maintenance Fee	Covers the cost of maintaining and servicing each account	5/8” – 1”	\$16.00
Infrastructure Investment Fee	Helps to fund WSSC’s investment in replacing and renewing water and sewer infrastructure assets	5/8”	\$11.00
		3/4”	\$12.00
Bay Restoration Fund Fee <i>(Collected on behalf of the State of MD)</i>	Funds improvements to water resource recovery facilities to improve health of the Chesapeake Bay		\$15.00

How to Pay Your Bill

- **Pay online | wsscwater.com**
 - Pay automatically with e-Bill
 - *There is no convenience fee for this service*
- **Make it automatic with E-Z Pay Direct Debit Program**
 - You can have your bill payment debited directly from your checking or savings account on the payment date printed on each bill
 - Free of Charge
 - *There is no convenience fee for this service*
- **Contact Customer Service | 301-206-4001 | 1-800-634-8400**
 - Customer Service Agent, Monday through Friday, 7:30 a.m. to 7 p.m.
- **Call Our Interactive Voice Response System | 301-206-4001 | 1-800-634-8400**
 - Use our automated system, seven days per week, to pay your bill by check or credit card
 - *NOTE: There is a \$1.75 convenience fee for this service*



How to Pay your Bill

- **Pay by mail**

- WSSC Water, Revenue | 14501 Sweitzer Lane | Laurel, MD 20707
- *Do not send cash in the mail*

- **Pay in person**

- WSSC Water's Cashier window or Drive-Thru (starting July 6)
 - 14501 Sweitzer Lane, Laurel, MD, Open weekdays from 7:30 a.m. to 3 p.m.
- Use PayNearMe service at 7-Eleven, CVS Pharmacy or Family Dollar stores
 - You'll need a PayNearMe barcode to be sent to your smartphone or emailed to you. Contact WSSC Water Customer Service at 301-206-4001 to get one
 - *There is a \$1.49 convenience fee for this service*
- At Western Union Quick Collect locations
 - *There is a \$1.50 convenience fee for this service*

- **At our Dropbox:**

- You can deposit a check or money order in our Dropbox any time after hours

The image shows a screenshot of a WSSC Water bill. At the top left is the WSSC Water logo with the tagline 'DELIVERING THE ESSENTIAL'. The bill title is 'Water and Sewer Bill'. On the right, it shows the account number, bill date (03/30/21), and bill period (11/28/20-03/11/21, 110 Days). A section titled 'What Do I Owe And When Do I Pay?' shows a table with 'PRIOR BALANCE \$0.00', 'CURRENT CHARGES \$42.33', and 'TOTAL DUE \$42.33'. Below this, there are sections for 'How Much Water Do I Use?' showing usage for 653 days (0 gallons) and 166 days (55 gallons), and 'Need Assistance' with contact information. At the bottom, there is a 'Return this portion with your payment' section with the account number and service address (1234 SESAME STREET, OWNER/OCCUPANT, 1234 SESAME STREET, SOMEWHERE MD 00000-0000). There is also a 'Pennies Make a Difference' section for rounding up to the Water Fund, with a 'Total Due' of \$42.33 and a 'Total Payment' field.

Flexible Payment Plans

- Extended due dates & pay plans to assist customers with unexpected financial hardship
- Available for both residential & commercial accounts
- Customer Assistance Program customers: up to 48-months
- Non-CAP customers: up to 36-months
- **No minimum payment required to set-up**
wsscwater.com/payplans
- Bill adjustments are available to residential customers once every three years under certain circumstances



Late Fees and Water Service Turnoffs

- Late fees resume for all customer bills generated as of **June 1, 2021**
 - Continue to waive late fees for low-income/CAP customers
- We have no plans to resume water service turnoffs to residential customers, at this time
 - Turnoffs for Commercial and Government customers will resume on **August 1, 2021**

Higher than Normal Bill?

Higher than normal bill?

Here's what may be causing it and what you can do!



LONGER BILLING PERIOD



Meter reading delays (due to inclement weather, COVID-19 absences and vacancies) can result in a billing period beyond the typical 90 days, which will result in a larger bill. For help, call us at 301-206-4001 to establish a convenient payment plan. There is no minimum payment required.



INCREASED WATER USAGE



With more people spending time at home due to COVID-19, water use has increased. Average residential water use is up by nearly 1,000 gallons per quarter. Visit wsscwater.com/understandusage for more information.

TOILET LEAKS

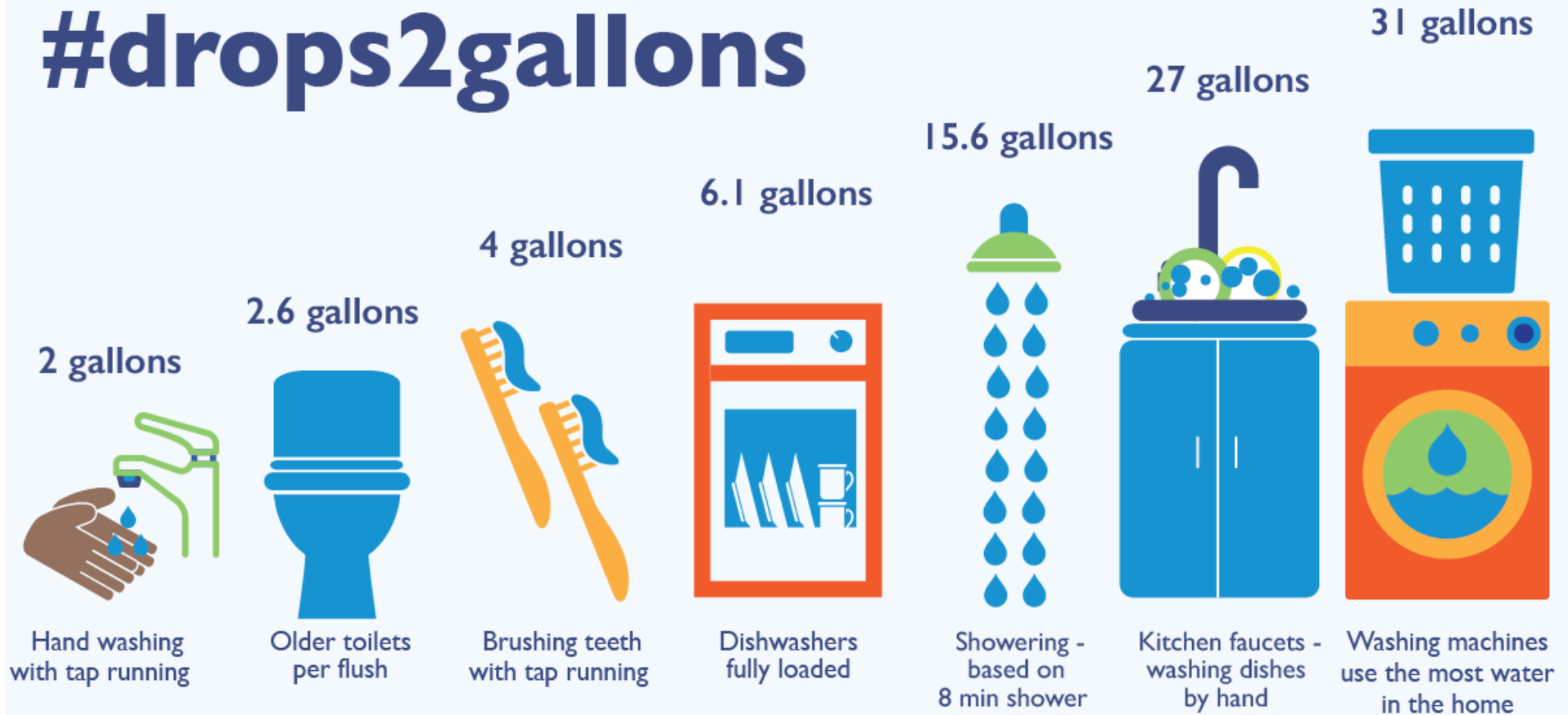
Toilet leaks, which are often silent, are the most common cause of a high bill adding thousands of gallons of water per quarter. Get more details at wsscwater.com/leaks.



For billing questions, call Customer Service at 301-206-4001, Monday - Friday, 7:30 a.m. - 7 p.m. We are Here to Help!

How Much Water Do You Use?

#drops2gallons



WSSCWaterNews



WSSCWater



WSSCWater



WSSCVideos

More tips online at wsscwater.com/conservation



Financial Assistance Programs

Kelly Caplan, Customer Engagement & Advocacy Division Manager

WSSC Water Here to Help

- At onset of pandemic:
 - Recognized public health crisis with water being critical resource
 - **Restored water & sewer service to 373 customers**
 - Proactively began waiving late fees & suspended water service shutoffs before Governor's Executive Order in March 2020
- **Changed our program name from affordability to financial assistance**
- **Here to Help Campaign** launched in June 2020
- Recognized entirely new demographic of vulnerable customers with job loss & underemployment due to pandemic



Financial Assistance Programs

Serving Montgomery & Prince George's Customers

- Customer Assistance Program (CAP)
- Bay Restoration Fund (BRF) fee exemption
- Water Fund
- Flexible payment plans
- Bill adjustment



Bilingual Financial Assistance Flyer



FINANCIAL ASSISTANCE WITH YOUR WATER AND SEWER BILLS

We've enhanced our financial assistance programs to help even more customers. Learn more about how you can significantly reduce your WSSC Water bill.

Get started now by calling 301-206-4001

Need help right now?
Our Customer Service Advisors are here to help and ready to work with you to determine a convenient payment option.

Bill adjustments are available to residential customers once every three years under certain circumstances.

Flexible payment options including extended due dates and payment plans. There is no minimum payment required. Pay what you can.

CAP-approved customers may be eligible for a payment plan up to 48 months.

All other customers may be eligible for a payment plan up to 36 months.

Need help repairing your water service line? PipeER
Provides a loan to finance the replacement of a residential water service line. Qualified customers are eligible to receive a loan up to \$5,000. PipeER is administered by the WSSC Federal Credit Union.

For more information and to begin your application process, contact the WSSC FCU at 240-459-8008 or visit wsscfcu.org/pipeer.

Need long-term financial assistance?
Your income might make you eligible for one of three programs that can reduce your WSSC Water bills in the future.

The Water Fund allows for multiple requests for assistance with water and sewer bills, up to \$500 per year. The program is administered by The Salvation Army and funded by generous donations from WSSC Water customers, employees and community partners. wsscwater.com/waterfund.

- Montgomery County Salvation Army 301-515-5354
- Prince George's County Salvation Army 301-277-6103

Customer Assistance Program (CAP)
Provides a credit of up to \$112 per year for WSSC Water's fixed fees on water and sewer bills. wsscwater.com/CAP.

Enrollment and qualification by the **Office of Home Energy Programs**, 800-332-6347, dhs.maryland.gov/office-of-home-energy-programs/.

Montgomery County Dept. of Health and Human Services, 240-777-4450, <https://bit.ly/3v03xRD>.

Prince George's County Dept. of Social Services, 301-909-6300, <https://bit.ly/3uRUIZG>.

Bay Restoration Fund Exemption
Waives the state-mandated Bay Restoration Fund fee of up to \$60 per year. wsscwater.com/bayexempt.

Distributed 40,000 flyers!
wsscwater.com/assistance



ASISTENCIA PARA PAGAR SU FACTURA DE AGUA Y ALCANTARILLADO

Mejoramos nuestros programas con el fin de brindar asistencia financiera a más usuarios. Conozca más acerca de cómo puede reducir significativamente su factura de WSSC Water.

Comience hoy llamando al 301-206-4001

¿Necesita ayuda ahora?
Nuestros representantes de servicio al cliente están aquí para ayudarlo y están listos para trabajar con usted para determinar una opción de pago conveniente.

Los ajustes de facturas están disponibles a clientes residenciales una vez cada tres años bajo ciertas circunstancias.

Las opciones de pago flexibles que incluyen fechas de vencimiento extendidas y planes de pago están disponibles. No se requiere un pago mínimo. Pague lo que pueda.

Los clientes aprobados para el programa de asistencia al cliente (CAP) pueden ser elegibles para un plan de pago de hasta 48 meses.

Todos otros clientes pueden ser elegibles para un plan de pago de hasta 36 meses.

¿Necesita ayuda para reparar su línea de servicio de agua?

PipeER es un programa de préstamos para reemplazar la tubería principal de agua en una propiedad residencial. Los clientes que califican son elegibles para recibir un préstamo de hasta \$5,000. PipeER es administrado por el WSSC Federal Credit Union.

Para más información o para iniciar su proceso de solicitud, comuníquese con WSSC FCU llamando al 240-459-8008 o visite wsscfcu.org/pipeer.

¿Necesita asistencia a largo plazo?
Sus ingresos podrían hacerlo elegible para uno de tres programas, lo cual pueden reducir sus facturas de WSSC Water en el futuro.

The Water Fund permite múltiples solicitudes de asistencia con las facturas de agua y alcantarillado, hasta \$500 por año. El programa es administrado por The Salvation Army y es financiado por las donaciones generosas de clientes, empleados y socios de la comunidad de WSSC Water. wsscwater.com/waterfund.

- The Salvation Army del condado de Montgomery 301-515-5354
- The Salvation Army del condado de Prince George's 301-277-6103

El programa de asistencia al cliente (CAP)
Proporciona un crédito de hasta \$112 por año en las tarifas fijas de WSSC Water. wsscwater.com/CAP.

La calificación e inscripción es determinada por la Oficina de Programas de Energía para el Hogar 800-332-6347 dhs.maryland.gov/office-of-home-energy-programs/.

Departamento de Salud y Servicios Humanos del condado de Montgomery, 240-777-4450, <https://bit.ly/3v03xRD>.

Departamento de Servicios Sociales del condado de Prince George's, 301-909-6300, <https://bit.ly/3uRUIZG>.

Programa de Exención del Fondo de Restauración de la Bahía (BRF), por sus siglas en inglés) Proporciona un crédito de hasta \$15 por factura, cada tres meses o \$60 por año de la tarifa para el Fondo de Restauración de la Bahía exigida por el estado. wsscwater.com/bayexempt.

Customer Assistance Program (CAP)

- Provides credit for fixed fees up to \$112/year
- As of July 1, 2021, expanded eligibility for people 67 years of age or older
- Customers are qualified & enrolled through county Department of Health and Human Service or Social Services when applying for energy assistance
- Renters are eligible when tenant pays bill
- wsscwater.com/CAP
- **Office of Home Energy Programs:**
800-332-6347
dhs.maryland.gov/office-of-home-energy-programs/



Where to Apply for CAP Program



Montgomery County

Department of Health & Human Services

1301 Piccard Drive

Rockville, MD 20850

(240) 777-4450

rapohep@montgomerycountymd.gov



Prince George's County

Department of Social Services

425 Brightseat Road

Landover, Md. 20785

(301) 909-6300

pgcdss.energy@maryland.gov

CAP - Income Eligibility: Resident <67 years old

2022 ELIGIBILITY GUIDELINES - Effective July 1, 2021 - June 30, 2022
Based on 175% of Federal Poverty Guidelines

Household Size*	Household Annual Gross Income
1	\$22,540
2	\$30,485
3	\$38,430
4	\$46,375
5	\$54,320
6	\$62,265
7	\$70,210
8	\$78,155

*For families/households with more than 8 persons, add \$7,945 for each additional person.

CAP – Income Eligibility: Residents 67+ years old

2022 Eligibility Guidelines - Effective July 1, 2021 - June 30, 2022 Based On 200% Of Federal Poverty Guidelines

Persons in family/household*	Annual poverty guideline
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320

**For families/households with more than 8 persons, add \$9,080 for each additional person.*

CAP Participation



Bay Restoration Fund (BRF) Fee Exemption



FINANCIAL
ASSISTANCE
for Our Neighbors

- WSSC Water collects this fee on behalf of State of Maryland
- Exemption program waiving fee up to \$60/year
- CAP-certified customers are automatically enrolled
- wsscwater.com/bayexempt

The Water Fund

- Established in 1994 by WSSC Water employees
- Allows for multiple requests for **emergency assistance** with water/sewer bills, up to **\$500/year**
- Administered by The Salvation Army
- WSSC Water pays all administrative costs
- 100% of donations go to water bill assistance
- Application: salvationarmynca.org/gethelp



DOING THE MOST GOOD™

Water Fund – Income Eligibility

**2022 Eligibility Guidelines - Effective July 1, 2021 - June 30, 2022
Based On 200% Of Federal Poverty Guidelines**

Persons in family/household*	Annual poverty guideline
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320

**For families/households with more than 8 persons, add \$9,080 for each additional person.*

The Water Fund – Salvation Army

Montgomery County

2002 I Aircraft Drive

Germantown, MD 20847

Phone: (301) 515-5354

Fax: (301) 515-7253

Prince George's County

4825 Edmonston Road

Hyattsville, MD 20781

Phone: (301) 277-6103

Fax: (301) 779-8020



DOING THE MOST GOODSM



WATER **FUND**

Sharing the Essential

How The Water Fund Helps

- Since inception, nearly **\$1.6 million in assistance** helping **17,344 customers**
- Since the pandemic began, the Water Fund has provided **\$496,000** assisting **3,691 people**
- Information about assistance: wsscwater.com/waterfund
- Donation information: wsscwater.com/donate



Bill Adjustment for CAP Customers

CAP-approved customers may be eligible to receive high bill adjustment removing 100% of excess water & sewer usage for one billing cycle in any three-year period.



Customer Service Center

- Phone: 301-206-4001
- Available Monday – Friday, 7:30am to 7pm
- Email: customerservice@wsscwater.com
- Website: WSSCWater.com/assistance





Meet Your Customer Advocate

Stephen Billingsley, Customer Advocate

WSSC Water Customer Advocates

- Our Customer Advocates are in your neighborhoods every day, carrying out our mission to serve as liaisons between you and WSSC Water, and ensuring that we are providing a high level of customer service
- We are ready to
 - Answer questions
 - Advise you on upcoming work
 - Help you deal with any WSSC Water-related issues in your community



WSSC Water Customer Advocate Team



Brandon Stewart

301-642-1712

Brandon.Stewart@wsscwater.com



David Wilkins

301-648-6953

David.Wilkins@wsscwater.com



Stephen Billingsley

240-444-5803

Stephen.Billingsley@wsscwater.com

Advocate Service Areas



Montgomery County

Brandon Stewart | 301-642-1712
Brandon.Stewart@wsscwater.com

Northern Prince George's County (areas north of Central Avenue, MD 214)

David Wilkins | 301-648-6953
David.Wilkins@wsscwater.com

Southern Prince George's County (areas south of Central Avenue, MD 214)

Stephen Billingsley | 240-444-5803
Stephen.Billingsley@wsscwater.com



Customer Advocates' Roles



- Coordinate "on-the-scene" customer support during emergency and planned work
- Prepare customers for water outages and other emergency work that will impact their water and sewer service
- Supply bottled water as needed
- Serve as liaison with all customers
- Provide information about customer financial assistance programs, water conservation and our work in the community

Questions?

